

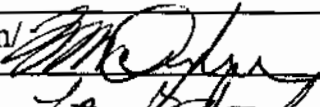
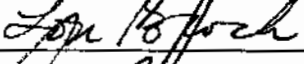

EM Facility Representative Group Operating Manual

Chapter: **FR-OM-09**

Title: **Performance Indicators**

Issue Date: 10/01/03

Revision: 00

	Name/Signature	Date
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1.0 PURPOSE

This procedure will establish the expectations for the periodic reporting of Performance Indicators data by the Facility Representatives (FR) via periodic reports to the Facility Representative Team Lead (FRTL) at which time it will be formalized and communicated to Oak Ridge Operations (ORO) Environmental Management (EM). These guidelines apply to all FRs and the FRTL.

2.0 REFERENCES

2.1 DOE STD -1063-2000, Facility Representatives

3.0 REQUIREMENTS

3.1 Performance Indicators on the FR program are requested by Head Quarters to be completed on a quarterly basis from. This necessitates action by the FRs and the FRTL. To fulfill these requirements, and to meet the expectations of DOE and EM management, the following specific reporting activities are required of each FR in the ORO EM program.

3.2 On a Quarterly basis, each Facility Representative is to provide a report to management containing the following information at a minimum:

- A summary of the FRs significant activities during the quarter.
- Number and type of walkthroughs completed.
- Assessments that the FR participated in.
- Time spent in Field.*
- Time providing oversight.*

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- 3.3 The 2 items above marked with an asterisk (*) should be derived using the formulas attached and should be calculated monthly by the Facility Representatives to be included in the FRTL Quarterly report.
- 3.4 This report shall be sent to the Assistant Manager and Deputy Assistant Manager for Environmental Management, with copies going to (at a minimum) the Manager of ORO, the Deputy Manager for Operations, the Assistant Manager for Environment, Safety, Health, and Emergency Management, the EM Facility Representative Group Leader, and any DOE Team Leader(s) responsible for facilities or activities assigned to the particular Facility Representative.
- 3.5 These reports should be prepared and sent in a timely manner within 10 days after the end of each Quarter.
- 3.6 The FRTL shall take the individual FR quarterly reports and prepare from them a Quarterly Performance Indicator report for transmittal to Headquarters. This report shall be provided in a timely manner to appropriate management for signature.

4.0 RESPONSIBILITIES

4.1 Facility Representatives Team Leader

- 4.1.1 Ensure that Facility Representatives fully understand the requirements and expectations in the document, and follow up to see that these requirements are implemented.
- 4.1.2 Prepare a Facility Representative Group Quarterly report and provide this report to the Assistant Manager for Environmental Management and Headquarters Program office.

4.2 Facility Representatives

- 4.2.1 Reporting to their management in accordance with the requirements contained in this document.

5.0 DEFINITIONS

5.1 None

6.0 ATTACHMENTS

6.1 Attachment "A" Calculations for Time Spent in The Facility

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ATTACHMENT "A"

CALCULATIONS FOR PERCENT TIME SPENT IN THE FACILITY

$$\text{FR Time spent in the Facility/Field} = \frac{\text{Number of hours spent in the plant/field this month}}{\text{Number of available work hours this month}^*} \times 100$$

$$\text{FR Time Spent Performing Contractor Oversight} = \frac{\text{Number of hours spent performing contractor oversight this month}}{\text{Number of available work hours this month}^*} \times 100$$

Time Spent in the Plant/Field ** Goal: Greater than 40%	Time Spent Performing Contractor Oversight ** Goal: Greater than 60%	Other
Plant walkthroughs/walkdowns	Field time activities from Column 1 included	Formal classroom training
Surveillances	Researching requirements	Required self-study training
Assessments of the contractor	Occurrence report reviews	Required reading identified as continuing training
Observing & participating in critiques	Issues tracking and trending	Mandatory training (i.e. EEO training, security refreshers)
Verifying completion of corrective actions in the field or with the contractor	Preparing reports for activities in Column 1	Facility specific access training
Observing operator activities and maintenance actions	Reviewing SERs, ABs, and other safety documentation at desk	Continuing training provided in staff meetings
Reviewing contractor documents and procedures at the job site	Supporting facility related programmatic needs and special projects	Training included in the Individual Development Plan
Completing facility condition assessments	Reviewing contractor documents and procedures at desk	Other training required or approved by the DOE management
Facility grounds and property tours	Communications involving issues requiring DOE oversight	Administrative/Collateral duties
Commute time between facilities or driving tours within facility	Providing feedback to the contractor	Non facility related special projects
Attending contractor pre-job briefings or other facility activity briefings	Commute time between oversight activities	
Plan of the day/Plan of the week meetings	Briefing Management on facility issues	
Shift turnovers	Discussions of actions required for addressing issues	
Response to facility/lab events	PAAA corrective action validations	
Observing or participating in facility drills or lab exercises	Attending facility meetings	
Emergency Operations Center assignments		
Performing readiness review activities		
* Number of available work hours this quarter = the actual number of hours a Facility Representative works in a calendar quarter, including overtime hours. It does not include leave time (sick, annual, or other) or holidays.		
** Field office personnel should exercise judgment as to whether portions of a particular activity should be counted under Time Spent in the Plant/Field or Time Spent Performing Contractor Oversight. For example, if PAAA corrective action validation occurs in the facility, it should be counted as Time Spent in the Plant/Field		